



Operational Service Plan

Department:	Environmental Health / HHW	Date:	5/14/20
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

Communications

- There will be signs at the HHW informing customers of appointment only, Reuse room closed, drop off procedures, and limiting public access to the facility.
- Customers will be able to use the HHW via appointment only.
- A calendar application will be added to the HHW webpage. Customers can make their own appointments or call for help.
- Appointments will limit potential contact between customers.
- Employees will direct customers and provide guidance on how to safely unload their vehicle.

Social Distancing / PPE

- Employees will maintain 6 feet separation from customers and each other.
- Customers will not be allowed inside the facility at any time.
- The HHW Reuse room will remain closed.
- Employees will be required to wear a facemask while interacting with the customers.
- A facemask may be worn by an employee inside the facility and must be worn if staff are within 6 feet of each other.
- Employees will wear appropriate safety equipment including Nitrile gloves, safety boots, eye protection, and uniforms at all times.

Gate

- The entrance gate will be relocated to accommodate vehicle stacking with one lane open.
- The gate will remain closed during collection times to control the contact between customers and employee’s.

Sanitization

- All carts used to transport HHW from customers vehicle will be sanitized after every use.
- All touchable surfaces such as door handles, tables, sink, etc must be wiped or sprayed with sanitizer at the end of the day.
- Employees will clean and disinfect their hands when entering and leaving the lunch room.
- Employees will dip their Nitrile gloves in a bleach solution between customers
- Employees will either be assigned to a specific station or equipment will be sanitized between each staff rotation. No PPE will be allowed in the lunch room.
- Staff will have assigned positions within the lunchroom so they can eat at the same time so customers can be scheduled around this short down-time.

Collection

- Cash and exact change will be required initially for payment. Customers will be asked to put the cash into a drop box. Staff will handle cash once at the end of the day. This is determined to be the safest option and will reduce contact time between customers and employees.
- Additionally, a laptop, credit card pin pad, and printer will be set up on a cart behind a plexiglass screen. This will also be available for use if the customer has no cash present. Electronic payments will be available within two weeks of the opening.
- The credit card pin pad will be wiped down with a disinfectant towelette before every use.
- Staff will direct customer on where to place items while maintaining 6 feet separation.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department's functioning under the "new normal" (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Staff Safety

- Staff will hold periodical safety meetings to review all protocols.
- All staff will be trained on new operations and procedures.
- Staff not following any of these procedures will be asked to review and be retrained.
- Staff will be asked to report safety concerns to their supervisor immediately so processes can be re-examined and improved if necessary

Staff Rotation

- Three staff will be assigned to manage weekly collections and HHW operations.
- They will assigned to 3 stations. These stations are greater than 6 feet apart. The staff will rotate between stations periodically.

Staff Screening

- The staff will complete a current and updated self-assessment tool, provided by the Occupational Health Nurse prior to presenting for work. The most current assessment tool is available on the Scott County COVID19 website.
- Backup staff may be brought in to cover. If no staff is available the HHW will be closed and notifications of the closure will be sent.

Division Director Comments

Strategic Branch Comments

County Administrator Comments

The manager must review these protocols with all staff. Manager/Safety observation should be done periodically to insure that processes are being followed and that changes/updates need to be made.

Staff should wear a mask when others are in the building with them. Our staff need to wear masks in common areas and when potential for other staff to be in the vicinity.

County Administrator Signature _____ Lezlie Vermillion

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

The HHW will schedule a soft-open to test the online appointment scheduling process, asking fellow county employees (May 13 and May 14th) to test the system. Official opening scheduled prior to May 20th.